

R e g i o n 1

# Opportunities in Health Services

*Ever want to comfort a very sick child?*

*Or do surgery via computer?*

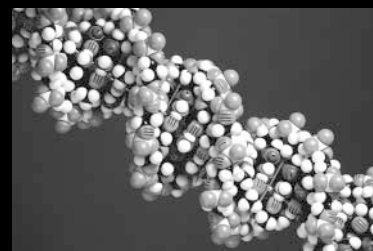
*Or test your own DNA?*



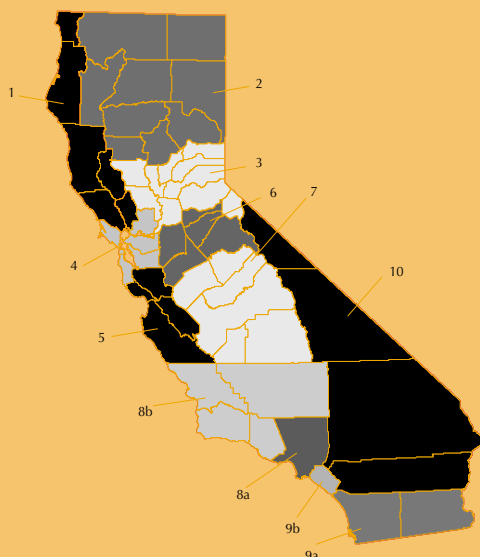
Come join us. We in health services do many interesting things.



We research the functions of your brain, test your heart, cure your feet. We are there when your children first breathe, when their hearing or speech patterns need fixing, when their overbite needs adjusting. We help you monitor your blood pressure and your brain waves. We help you read the directions on the medication we produce and prescribe and present to you. We teach you how to eat right, exercise, and help you sleep well.



California School-to-Career Regions



**About this Publication:** This is one of a series of publications developed to aid students and their guidance counselors with career decisions. The current series explores five industries: Health Services; Arts, Media, and Entertainment; Hospitality, Tourism, and Recreation; Information Technology; and Manufacturing.

The series is developed by the Employment Development Department's (EDD) Labor Market Information Division (LMID) California Cooperative Occupational Information System (CCOIS) for California's School-to-Career (STC) system.

The California STC Interagency Partners are: the California Department of Education, the California Community Colleges, and EDD.

For each industry, there is a statewide report and a report for each of the twelve California STC regions in order to provide information unique to the different areas. The twelve STC regions are:

- Region 1: Del Norte, Humboldt, Lake, Mendocino, and Sonoma Counties
- Region 2: Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity Counties
- Region 3: Alpine, Colusa, El Dorado, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties
- Region 4: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, and Solano Counties
- Region 5: Monterey, San Benito, Santa Clara, and Santa Cruz Counties
- Region 6: Amador, Calaveras, San Joaquin, Stanislaus, and Tuolumne Counties
- Region 7: Fresno, Kings, Madera, Mariposa, Merced, and Tulare Counties
- Region 8A: Los Angeles County
- Region 8B: Kern, San Luis Obispo, Santa Barbara, and Ventura Counties
- Region 9A: Imperial and San Diego Counties
- Region 9B: Orange County
- Region 10: Inyo, Mono, Riverside, and San Bernardino Counties

For more information on the California Career Opportunities publications, call (916) 262-2162.

# R e g i o n 1

## Opportunities in Health Services



*One common thread binds us all — we care about wellness, fitness, and the wonders of the human organism.*

Some of us have studied and trained for many years to unravel its mysteries. Others have taken jobs that gave an opportunity to experience life in health services first hand, before seeking more training and education.

We all have opportunities that are a far cry from the days when doctors made housecalls by horse and buggy and anesthesia was a bullet between the teeth. We live in a world that is expanding as rapidly as the most advanced technology. New

invention? We thrive on it. Technology and the health care innovators who use it are driving this industry to ever-new discoveries, to solutions we never dreamed of in horse and buggy days.

## We will be there tomorrow.

**A**s long as you get sick. . . With well over a million Californians employed in Health Services at this time (that's almost ten percent of California workers), and another two hundred thousand expected to join in the next ten years, this industry will offer opportunities for years to come.

Many of us will be found in new work environments:

- Health-related Biotech is an exciting, cutting edge, rapidly growing field.
- Home health services and less traditional health practitioners are small but rapidly growing fields.
- And if you like to exercise, or just like to be around



sweat, the physical fitness craze shows no signs of slowing down.

Most of us work in hospitals at some point in our health services careers. After all, about 40 percent of current employees do. As the table shows, hospitals are the single biggest part of the Health Services industry. They are, however, growing more slowly than any other part. This reflects three trends within the industry:

- Increased focus on wellness and preventing illness.
- Increasing ability to perform procedures requiring little or no hospitalization because of advances in technology.
- Stronger aftercare programs that allow patients to return home more quickly after hospitalization.

### Workplace Size and Expected Growth

<i>In Region 1</i>	<i>Employees</i>	<i>% of Total</i>	<i>% Growth Next 10 Years</i>
Total Health Service Workforce	26,230	100	37
Doctors' Offices	4,672	18	36
Other Health Practitioners	1,279	5	43
Nursing And Personal Care	3,227	12	39
Hospitals	10,004	38	20
Medical Labs	139	1	67
Home Health Care	442	2	56
Other Health Services	716	3	47
Dentists' Offices	2,242	9	39
Dental Labs	189	1	40
Drugs	35	<1	40
Drug Stores	1,846	7	124
Physical Fitness	859	3	39
Sports & Recreation Clubs	580	2	31
Human Biotech	<i>Not reported separately</i>		+++

See the Employment Development Department's Labor Market Information website <http://www.calmis.ca.gov> for more information.





## ***But . . . would I really fit?***

**A** most excellent question. When considering careers, think first about what kinds of things fascinate you, what kinds of things excite you, what kinds of things you are good at, and what kinds of things are you praised for? What kinds of things would you do even if no one praised you for them?

Then consider a future in health services: select some jobs that seem attractive and study them.

Some questions to ask yourself as you study: What would I do during the day? Am I helping people? In what ways is helping people in health services rewarding? In what ways is it challeng-

ing? Or am I more fascinated with the science of the human organism? Unraveling its mysteries. Solving its puzzles.

What are the working conditions? Are the settings comfortable? Are the hours regular? Is that important?

What's the pay range? Do I work alone? In groups? Teams? Are people skills important? Is the work fast paced? Am I able to advance in my career without a lot of difficulty? Or do I need more training? Is it easy or difficult to find jobs in the industry? Can I move easily geographically?



*Will I be excited and challenged?*

*Will I be motivated to grow, to learn new things?*

*Will I be fascinated?*

## How do I get started?

**Y**ou start with you. You think about your own skills, knowledge, and abilities. Then you think about the skills, knowledge, and abilities required for different jobs in health services. (You'll be looking at these two combinations the rest of your work life.)

Start with abilities. The things you do well naturally. Do you enjoy gathering information to answer a question or solve a problem? Or do you enjoy working with, being around, and helping people? Or do you like making things work?

Any answers? Take a look at the chart below. See if you can find some interesting possibilities.

Select a few. Go to the Internet and do a search on a few. Write down what you've learned and what you'd still like to know.

Seek out two or three people

who work in the occupation and get a first hand description of what their lives are like and how they got to where they are. And ask your guidance counselor how you can get involved in School to Career's Job Shadowing and Mentoring programs.

### Which Health Services Jobs Would You Want?

If You Like Working Primarily with ...

**Required  
Years of  
Training:**

*Less than  
2 Years*

#### Information?

- Medical Insurance Clerk
- Pharmacy Aide
- Medical Office Secretary

#### People?

- Home Health Aide
- Personal and Home Care Aide
- Nurse Aide/Assistant
- Physical Therapy Aide
- Certified Nursing Assistant
- Optometry Assistant
- Medical Assistant

#### Things?

- Dental Laboratory Assistant
- Laboratory Assistant

*2 Years*

- Cardiology Technologist
- Holter Scanning Technician
- Medical Records Technician
- Medical Transcriber
- Nuclear Medicine Technologist
- Perfusionist
- Pharmacy Technician
- Respiratory Therapist
- Radiology Technologist

- Licensed Vocational Nurse
- Physical Therapy Assistant
- Dental Hygienist
- Emergency Medical Tech
- Paramedic

- Operating Room Technician
- Dental Lab Technician

*4 or More  
Years*

- Nurse Anesthetist
- Physician (Research)
- Hospital Administrator
- Histopathologist
- Immunohematologist
- Medical Insurance Specialist
- Medical Records Administrator
- Pharmacist

- Fitness/Wellness Coordinator
- Nurse Practitioner
- Registered Nurse
- Physical Therapist
- Dentist
- Physician (General Practice)
- Infertility Specialist
- Emergency Medicine Specialist
- Physician Assistants
- Nurse, Infection Control
- Hospice Administrator

*Note: All jobs require working with things. For most professional jobs, however, using information effectively or interacting with people are more important requirements of the jobs.*

## ***Can't get by on just my abilities, huh . . . ?***

**K**nowledge, education, and training do the trick.

The preceding chart gives you an idea of how much you'll have to educate yourself to get the knowledge you'll need. The higher the starting job in health services, the more knowledge you'll need.

Many professional level jobs require completion of postgraduate studies in medicine or dentistry,

or in business administration, or the physical sciences, and then, internships and residencies in specialized medical fields. If you're fascinated by these areas, prepare yourself well, go after scholarships and student loans to ease financial burdens.



## **Can I learn this around here?**

**T**here are several places to get training and education in Health Services occupations in Region 1.

Two colleges provide bachelor's degrees and two schools have associate degree programs in nursing. For more information, including the names of resources in your county, call the State Board of Registered Nursing (916) 322-3350, the State Board of Osteopathy (916) 263-3100, or check out the Internet Websites below:

Region 1 Schools					
Type of School	Number of Schools				
	Del Norte	Humboldt	Lake	Mendocino	Sonoma
Medical & Osteopathic Schools					
4-Year, College level and above		1			1
2-Year, Technical & Community Colleges	1	1	1	3	1
Hospital or Health Programs, Private Business & Technical Schools, Public Adult Schools with Occupational Programs		2	1	4	5
Public Secondary, Job Training Partnership, Apprenticeship, Regional Occupational Programs, Other				1	
For more information, visit these websites:					
• Enhanced State Training Inventory links to training programs throughout California		<a href="http://www.soicc.ca.gov">http://www.soicc.ca.gov</a>			
• America's Career InfoNet links to a lot of state information including California Colleges and Universities		<a href="http://www.acinet.org/acinet">http://www.acinet.org/acinet</a>			
• California Psychiatric Association links to Medical Schools		<a href="http://www.calpsych.org/umr.html">http://www.calpsych.org/umr.html</a>			

## ***So, now I'm ready...?***

***You're through school? Then, yes! You're ready to take your abilities and your knowledge and apply them to the job.***

That's skill development, something you'll be doing for the rest of your life. What kinds of skills are important to researching DNA, to other health services jobs? The list below should give you something to think about. How would you combine your natural abilities with knowledge to get better and better at these skills?

### **Important Skills for EVERYONE in Health Services: Communication is key.**

<b>Reading Comprehension</b>	Understanding written sentences and paragraphs in work related documents
<b>Active Listening</b>	Listening to what other people are saying and asking questions that are appropriate
<b>Speaking</b>	Talking to others to convey information effectively
<b>Information Gathering</b>	Knowing how to find information and identifying essential information
<b>Information Organization</b>	Finding ways to structure or classify multiple pieces of information
<b>Writing</b>	Communicating effectively with others in writing as indicated by the needs of the audience
<b>Problem Identification</b>	Identifying the nature of the problem

### **Important Skills for ENTRY LEVEL Jobs: People skills are key.**

<b>Service Orientation</b>	Actively looking for ways to help people
<b>Social Perceptiveness</b>	Being aware of others' reactions and understanding why they react the way they do
<b>Coordination</b>	Adjusting actions in relation to others' actions

### **Important Skills for TECHNICAL Jobs: Technical precision is key.**

<b>Monitoring</b>	Assessing how well one is doing when learning or doing something
<b>Mathematics</b>	Using mathematics to solve problems
<b>Operation and Control</b>	Controlling operations of equipment and systems

### **Important Skills for PROFESSIONAL Jobs: Problem solving is key.**

<b>Science</b>	Using scientific methods to solve problems
<b>Critical Thinking</b>	Using logic and analysis to identify the strengths and weaknesses of different approaches
<b>Judgment and Decision Making</b>	Weighing the relative costs and benefits of a potential action
<b>Coordination</b>	Adjusting actions in relation to others' actions



***Can I find a job easily?      Will I be secure?      Does it pay well?***

**Y**es to all of these, with a few exceptions. Most jobs within this industry are fairly easy to find because the demand for qualified people is high.

Physicians' median income is currently above \$150,000 and average income is close to \$200,000. Specialists earn significantly more than general practitioners. Generally, income level is tied to training and education. Do your own search on the Internet for your special interest area.

An interesting fact that may affect your sense of security: physicians have been self-employed historically, but recent trends toward managed care are changing that. According to the American Medical Association, more and more physicians are becoming employees, and physicians as employees currently account for about 40% of total doctors.

The Health Services industry provides better benefits than many industries, in part because the benefits most often offered by employers are health related benefits. The Health Services industry is in a good position to offer them.

**Wages, Benefits, and Demand for Selected Health Services Jobs**

<i>Region 1 Jobs</i>	<i>Median Hourly Wages</i>			<i>Benefits<sup>1</sup></i>		<i>Demand<sup>2</sup></i>	
	<i>New Inexperienced</i>	<i>New Experienced</i>	<i>3 Years with Firm</i>	<i>Fulltime</i>	<i>Parttime</i>	<i>Experienced</i>	<i>Inexperienced</i>
<b>Entry Level</b>	\$	\$	\$	%	%	%	%
Dental Assistants	7.50	10.00	12.50	60+	15+	60	65
Medical & Clinical Lab Assistants	6.25	7.00	8.38	20+	10+	55	25
Medical Assistants	7.00	8.00	10.00	40+	5+	50	55
Nurse Aides	6.00	6.50	7.10	70+	30+	58	65
Physical Therapy Aides	7.75	9.00	10.50	65+	25+	30	17
<b>Technical Level</b>							
Dental Hygienists	30.00	32.50	35.00	25+	20+	90	80
Dietetic Technicians	N/A	8.62	10.00	70	37	100	50
Licensed Vocational Nurses	10.06	11.50	13.00	70+	35+	60	30
Opticians	6.50	6.84	10.00	60	40	80	20
Pharmacy Technicians	8.00	8.00	10.19	55+	30+	73	42
Radiologic Technologists	15.12	15.25	17.00	50+	30+	18	20
<b>Professional Level</b>							
Human Service Workers	6.39	8.00	9.01	68+	30+	70	45
Physical Therapists	11.00	13.50	16.00	75+	30	43	10
Recreation Workers	6.24	7.44	9.63	60+	10+	43	30
Registered Nurses	14.94	16.00	17.56	85+	35+	67	45
Social Workers - Medical and Psychiatric	11.00	11.00	12.00	100	75	28	68
Substance Abuse Counselor	N/A	8.50	9.50	35+	35	100	100

1) Benefits: Percent of employers offering Medical, Dental, Sick Leave, and Vacation benefits.

2) Demand: Percent of employers saying they have a somewhat or very difficult time finding candidates.

## Who's Hiring?

*Can't tell you that specifically. But we can tell you how many Health Service employers there are in Region 1, as shown below. How many are there in your county?*

Here are a few ways to find out who's hiring:

- Consult your local resources for leads. Check your local hospital. Use the local health services directories.
- Ask your family doctor or dentist. Or one of the other Health Services professionals who have served you in the past. They'll be very happy to help guide a potential future colleague.
- Explore the Internet sites below for a great series of links that'll take you almost anywhere.

Plan well, and good fortune to you!

### Region 1 Employers

Workplace	Number of Employers				
	Del Norte	Humboldt	Lake	Mendocino	Sonoma
Total Health Services	47	291	95	203	1,098
Doctors' Offices	18	100	21	70	337
Other Health Practitioners	11	54	21	49	226
Nursing And Personal Care	2	10	3	5	25
Hospitals	1	7	17	11	82
Medical Labs		3	2		13
Home Health Care		5	2		14
Other Health Services	2	9		2	15
Dentists' Offices	6	65	15	40	266
Dental Labs	1	3		2	27
Drugs				1	2
Drug Stores	3	23	10	13	45
Physical Fitness	2	6	2	6	23
Sports & Recreation Clubs	1	6	2	4	23
Human Biotech	Not reported separately				

#### For more information, visit these websites:

California Occupational Information Coordinating Committee links to many resources

<http://www.soicc.ca.gov>

Employment Development Department links to STC, CalJOBS, and America's Job Bank

<http://www.edd.ca.gov>

California State Personnel Board links to various government job sites

<http://www.spb.ca.gov/jobs.htm>

Industry Background: The California Trade and Commerce Agency

<http://commerce.ca.gov/california/economy/profiles>

Emerging BioTech Industry:

The University of California, Berkeley

<http://www-biotech.berkeley.edu/CABioStory/californ.html>

The University of California, San Diego

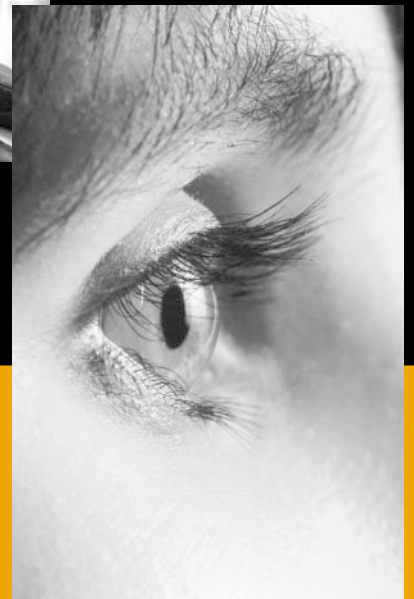
<http://biochemgen.ucsd.edu/>



*About the Data:* Industries in this and other Career Opportunities reports reflect the California Department of Education's selection of Standard Industrial Classifications (SIC) that would provide the best overall picture of an industry to students, guidance counselors, and parents. Some classifications have been assigned to more than one 'industry group' because the classifications have direct relevance to more than one 'industry.' For example, data for Physical Fitness Facilities are included both in the Health Services and in the Hospitality, Tourism, and Recreation publications.

Data are drawn from:

- *Workplace Size and Expected Growth* (page 2) and *California Employers* (page 8): the Employment Development Department (EDD) Labor Market Information Division (LMID) Employment Statistics (ES) 202. Counts and percentages are from the 3<sup>rd</sup> Quarter of 1997. Projections of Growth are from 1995 ES 202 Data. Percentages may not add to 100 due to rounding.
- *Which Health Services Jobs Would You Want* (page 4) and the information regarding skills: Dictionary of Occupational Titles (DOT), Occupational Information Network (O\*NET), and the Department of Labor.
- *California Schools* (page 5): the Enhanced State Training Inventory and the State Boards of Registered Nursing (916-322-1700) and of Osteopathy (916-263-3100). Counts are approximate and include multiple sites of the same provider.
- *Wages, Benefits, and Demand for Selected Health Services Jobs* (page 7): EDD LMID California Cooperative Occupational Information System (CCOIS) Occupational Summaries, 1995-1997. Wages for jobs having union and non-union employees are reported for whichever of the two show higher wage levels. In many cases, however, the differences between union and non-union wages are small. Wages reflect periods having different minimum wages. A median wage is the middle point in a range of wages.



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